

**From:** MyRicoh <MyRicoh@ricoh-usa.com>  
**Sent:** Friday, February 17, 2012 10:21 AM  
**To:** Khan, Annie (DPH)  
**Subject:** Your IKON/Ricoh Service Information

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### Start Using MyRicoh for Your Service Needs!

Ricoh is pleased to announce the launch of a new customer web portal called MyRicoh.com that will make reporting and tracking your service needs as easy as clicking a button.

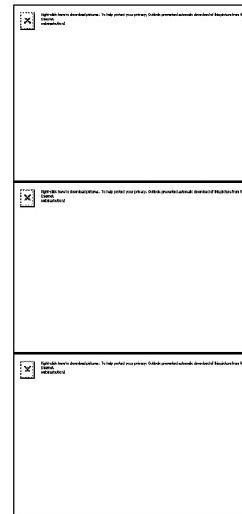
MyRicoh.com is replacing the online service request capability currently available on the IKON.com website. As of February 27, 2012, the capability to submit a service request on the IKON.com website will be redirected to [www.MyRicoh.com](http://www.MyRicoh.com).

Using MyRicoh.com offers many new features, such as:

- Placing and tracking service requests
- Viewing a 12 month service history
- Entering meter readings (coming soon)
- Placing and tracking supply orders (coming soon)

MyRicoh.com provides a one stop shop where you go to take care of your most frequent service related transactions quickly and easily.

Quick, easy and safe. It doesn't get much better than that. Log on and start taking advantage of this new user-friendly customer portal for your service needs today!



### Login Information

You have already been registered for MyRicoh.com.

Username: annie.khan@state.ma.us

Password: welcome123



### Email and Chat

[MyRicoh@ricoh-usa.com](mailto:MyRicoh@ricoh-usa.com)

Click to Chat/Talk on MyRicoh.com

### Phone

866-239-8494



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